RECEIVED
CENTRAL FAX CENTER
APR 25 2007

CLAIMS

1. - 24. (Canceled)

25. (Previously Presented) A method of automating customer assistance associated with a machine, comprising the steps of:

collecting machine data in a database associated with said machine;

creating a document containing said machine data;

transmitting said document over a data network to a remote enterprise from said machine utilizing communication equipment associated with said machine;

processing said document at said remote enterprise; and

proceeding with one of the following while said remote enterprise is interacting telephonically with a customer:

i) providing said customer with corrective action for said machine;

ii) transmitting corrective action over said data network directly to said machine;

iii) escalating said fault analysis to an advanced customer support unit within said remote enterprise.

26. (Previously Presented) The method of claim 25 wherein said machine data is collected automatically by sensors or software associated with said machine.

27. (Previously Presented) The method of claim 26 wherein said machine data is collected upon recognition of a malfunction by said sensors or software.

28. (Previously Presented) The method of claim 25 wherein said machine data includes at least one of the group comprising: machine identity, machine location, machine usage history, error codes, customer identification.

29. (Previously Presented) The method of claim 27 wherein said document is transmitted to said remote enterprise automatically by said machine.

30. (Previously Presented) The method of claim 27 wherein said document is transmitted to said remote enterprise concurrently with a customer initiating communication telephonically with said remote enterprise.

31. (Previously Presented) The method of claim 29 wherein said remote enterprise processes said document prior to communicating with a customer associated with said machine.

32. (Previously Presented) The method of claim 31 wherein said machine data includes at least one of the group comprising: machine identity, machine location, machine usage history, error codes, customer identification.

33. (Previously Presented) The method of claim 28 wherein said document is processed at said remote enterprise for fault analysis of said machine.

34. (Previously Presented) The method of claim 33 further comprising the step of:

interacting telephonically with a customer associated with said machine after said document is processed at said remote enterprise.

35. (Previously Presented) The method of claim 34 wherein said document is formatted in an object description language prior to transmission over said data network.

36. (Previously Presented) A method of automating customer assistance associated with a machine, comprising the steps of:

collecting machine data in a database associated with said machine, wherein said machine data is collected automatically by sensors or software associated with said machine;

creating a document containing said machine data;

transmitting said document over a data network to a remote enterprise from said machine utilizing communication equipment associated with said machine; and

proceeding with one of the following while said remote enterprise is interacting telephonically with a customer:

i) providing said customer with corrective action for said machine;

ii) transmitting corrective action over said data network directly to said machine;

iii) escalating said fault analysis to an advanced customer support unit within said remote enterprise.

37. (Previously Presented) The method of claim 36 wherein said machine data includes at least one of the group comprising: machine identity, machine location, machine usage history, error codes, customer identification.

38. (Previously Presented) The method of claim 37 wherein said document is transmitted to said remote enterprise concurrently with a customer initiating communication telephonically with said remote enterprise.

39. (Previously Presented) The method of claim 38 further comprising the step of:

processing said document at said remote enterprise utilizing a remote enterprise database of corrective actions.

40. (Previously Presented) The method of claim 39 wherein said document is processed at said remote enterprise for fault analysis of said machine.

41. (Previously Presented) The method of claim 40 wherein said remote enterprise processes said document prior to communicating with a customer associated with said machine.

42. (Previously Presented) The method of claim 41 further comprising the step of:

interacting telephonically with a customer associated with said machine after said document is processed at said remote enterprise.

43. (Previously Presented) The method of claim 42 further comprising the step of:

requesting additional data from said machine by said remote enterprise over said data network.

44. (Previously Presented) The method of claim 42 wherein said document is formatted in an object description language prior to transmission over said data network.

45. (Previously Presented) A method of automating customer assistance associated with a machine, comprising the steps of:

collecting machine data in a database associated with said machine, wherein said machine data is collected automatically by sensors or software associated with said machine upon recognition of a malfunction in said machine;

creating a document containing said machine data;

transmitting said document over a data network to a remote enterprise from said machine utilizing communication equipment associated with said machine, wherein said machine data is transmitted automatically to said remote enterprise without user input;

processing said document at said remote enterprise; and

proceeding with one of the following while said remote enterprise is Interacting telephonically with a customer:

i) providing said customer with corrective action for said machine;

ii) transmitting corrective action over said data network directly to said machine;

iii) escalating said fault analysis to an advanced customer support unit within said remote enterprise.

46. (Previously Presented) The method of claim 45 wherein said machine data includes at least one of the group comprising: machine identity, machine location, machine usage history, error codes, customer identification.

47. (Previously Presented) The method of claim 46 wherein said document is formatted in an object description language prior to transmission over said data network.

48. (Previously Presented) The method of claim 47 wherein said remote enterprise processes said document prior to communicating with a customer associated with said machine.

RECEIVED
CENTRAL FAX CENTER
APR 2 5 2007

REMARKS

I. Claim Rejections - 35 USC § 102

Requirements for Prima Facie Anticipation

A general definition of *prima facie* unpatentability is provided at 37 C.F.R. §1.56(b)(2)(ii):

> A *prima facie* case of unpatentability is established when the information *compels a conclusion* that a claim is unpatentable under the preponderance of evidence, burden-of-proof standard, giving each term in the claim its broadest reasonable construction consistent with the specification, and before any consideration is given to evidence which may be submitted in an attempt to establish a contrary conclusion of patentability. (*emphasis added*)

"Anticipation requires the disclosure in a single prior art reference of each element of the claim under consideration." *W.L. Gore & Associates v. Garlock, Inc.*, 721 F.2d 1540, 220 USPQ 303, 313 (Fed. Cir. 1983) (citing *Soundscriber Corp. v. United States*, 360 F.2d 954, 960, 148 USPQ 298, 301 (Ct. Cl.), *adopted*, 149 USPQ 640 (Ct. Cl. 1966)), *cert. denied*, 469 U.S. 851 (1984). Thus, to anticipate the applicants' claims, the reference cited by the Examiner must disclose each element recited therein. "There must be no difference between the claimed invention and the reference disclosure, as viewed by a person of ordinary skill in the field of the invention." *Scripps Clinic & Research Foundation v. Genentech, Inc.*, 927 F.2d 1565, 18 USPQ 2d 1001, 1010 (Fed. Cir. 1991).

To overcome the anticipation rejection, the applicants need only demonstrate that not all elements of a *prima facie* case of anticipation have been met, *i.e.*, show that the reference cited by the Examiner fails to disclose every element in each of the applicants' claims. "If the examination at the initial state does not produce a prima face case of unpatentability, then without more the applicant is entitled to